User Satisfaction
Information Technology
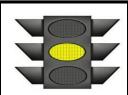
LouieStat

KPI Owner: Jimmy Gassler | **Process: Service Operation**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 96% Goal: We would like to have greater than 98% of our surveys return with a satisfactory rating. NOTE: Three Metrics are tracked, speed, communication and overall satisfaction. The KPI only tracks overall satisfaction. Benchmark: 89%	Data Source: User Satisfaction Survey Goal Source: Self Set Benchmark Source: Zendesk	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Survey sent with every ticket that is closed in the ticketing system. Why Measure: To ensure the quality of the services provided. Next Improvement Step: Continue to increase the number of responses received to ensure data accuracy.

How Are We Doing?

Apr2015-Mar2016 12 Month Goal	Apr2015-Mar2016 12 Month Actual		Mar2016 Goal	Mar2016 Actual	
98%	**97%**		**98%**	**96%**	
Percent	Percent		Percent	Percent	

User Satisfaction chart. Data values along the bottom: 97% 96% 99% 94% 97% 96% 92% 99% 99% 99% 97% 98% 99% 96% 98% 96% 95%. Mar2016 96%. Legend: Data, Median, Goal, Benchmark. Arrow: Good.

Brainstormed Root Causes

* High abandonment rate
* Low first time fix rate